



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending March 31, 2005

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.00	6.00	5.00	5.67
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	5.00	5.00	5.00
C. Repair Office Answer Time [730.510(b)(1)]	54.00	53.00	74.00 *	60.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	48.00	90.00 *	93.00 *	77.00 *
E. Percent of Service Installations [730.540(a)]	97.00%	100.00%	99.00%	99.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	63.00% *	78.00% *	83.00% *	75.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.79	1.52	1.25	1.52
H. Percent Repeat Trouble Reports [730.545(c)]	14.00%	17.00%	15.00%	15.00%
I. Percent of Installation Trouble Reports [730.545(f)]	6.00%	19.00%	26.00% *	17.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	3	1	1

Comments

Item J - Not able to report

Under Performance Data - code Part 730: Items C and D reflect AT&T Business

AT&T Consumer numbers are as follows:

Item C: January - 319; February - 107; March - 67



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